



# State of South Carolina

## Department of Motor Vehicles

July 12, 2022

Dear SC Dealer:

As you're aware, the South Carolina Department of Motor Vehicles, Office of Inspector General (OIG): Dealer License Unit is undergoing the **Electronic Dealer License Renewal Project (EDRP)**. *Thank you for partnering with us in this journey of making your and the Agency's operations more productive and efficient.* As we soon approach the development phase, the OIG: Dealer License Unit would also like to thank you for your feedback on the market research survey distributed February 5, 2020; it was highly insightful and beneficial in constructing this electronic system. To ensure you are aware of the new implementations, please carefully read and review all enclosed content.

**PLEASE NOTE:** The below information is not intended to give you the full details of this new implementation. It is only purposed to communicate a high-level overview of what is to come. Your training in the coming months will cover all details. Also, as we are partnering with thirteen different stakeholders on this project, a date on the timeline or a particular development of the project could possibly be modified. If this is the case, you will be notified of these updates in advance so you can prepare accordingly. In the meantime, the below developments and schedule and will be followed.

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### ACRONYM LEGEND

<b>AOS</b>	Apply Occupational Strategies
<b>BO</b>	Branch Office
<b>DLU</b>	Dealer License Unit
<b>EDRP</b>	Electronic Dealer Renewal Project
<b>OIG</b>	Office of Inspector General
<b>HQ</b>	Headquarter

## HIGHLIGHTS OF NEW IMPLEMENTATION

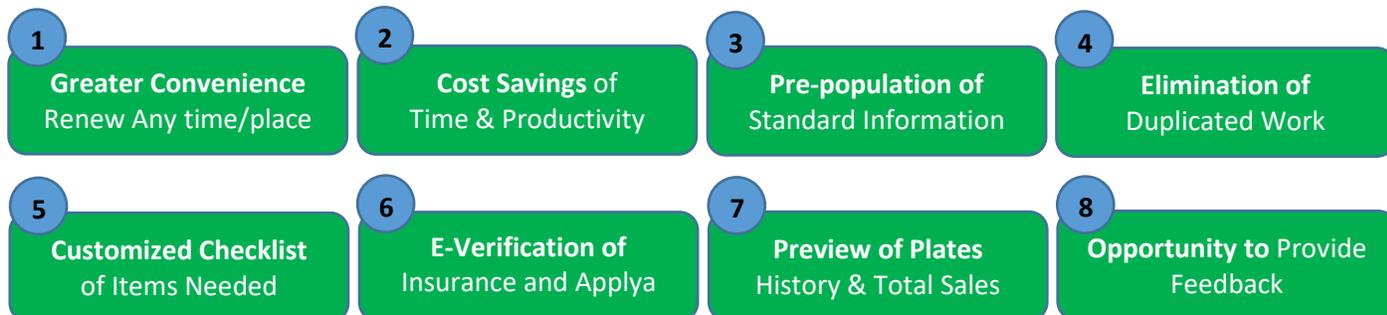
### PURPOSE OF THIS PROJECT

The purpose of the EDRP is to:

1. Streamline the dealer license renewal process
2. Enhance the customer's experience
3. Minimize current challenges and
4. Save you time

### WHAT DOES THIS PROJECT AIM TO DELIVER?

This project aims to deliver the following attributes:



1. Renew at the convenience of any location at any time of the day - no waiting
2. No requirement to drive to a DMV branch office to renew and less paperwork to produce
3. Standard dealership information within our DMV database will pre-populate of you, requiring minimal entries; no manual writing necessary
4. Elimination of call-backs after renewal to request additional paperwork
5. A checklist, tailored to your license type, will be generated to prepare you for your application before you renew
6. Electronically verify your insurance and national criminal background report without any uploading
7. Renew and/or purchase plates while viewing your plate history, SC sales volume, and the number of plates available for purchase
8. Engage in telling us about your experience so that we may continually improve the efficiency and effectiveness of the system

## BRIEF Q&A

1. **Q: Did dealerships have a say in the development of this project?**

**A:** Yes, a market research survey was emailed to all dealers on February 5, 2020 to obtain feedback on your overall thoughts of the EDRP and requests you'd like to see implemented. Out of 388 responses, a collective 72.68% (288 persons) responded "Extremely likely" and "Moderately likely" to being likely to renew online with an understanding that new plates could possibly be mailed within 5-10 business days.

2. **Q: (a) Which license types are eligible for electronic renewal? (b) Which license types aren't eligible for renewal?**

**A:**

- a. The following license types are eligible for electronic renewal:
  - i. Dealer (Retail)

- ii. Wholesale only
    - iii. Wholesale Auction
    - iv. Recreational Vehicle
    - v. Motorcycle Only
    - vi. Motorcycle Wholesale
  - b. The only license type not eligible for electronic renewal is a Transporter. Transporter permits will continue to be renewed manually via the HQ: DLU Office.
3. **Q: Under what application conditions am I not able to renew online?**
- A:**
- a. Dealers renewing in conjunction with one of the below cannot renew online. The dealer must continue to submit the renewal application and other supporting documents via mail to the HQ, DLU if applying for a:
    - i. Renewal + Address Change
    - ii. Renewal + Ownership Change
    - iii. Renewal + Dealership Name Change
    - iv. Renewal + Category (License Type) Change
4. **Q: Under what license status conditions am I not able to renew online?**
- A:**
- a. A dealer cannot renew under the following license statuses: Expired (over 90 days), Suspended, Canceled, Pending, Revoked, and Rejected.
5. **Q: Will I be required to purchase and complete my Applya National Criminal Background Report before I renew my license?**
- A:**
- a. Yes, the current process of you purchasing and completing your national criminal background report will remain as is and still required before renewing your license online. **Note:** please allow between 2-10 days to receive your background report.
  - b. **Note:** If choose to proceed to renew online and come to the background section of the renewal process, you will not be allowed to proceed with your renewal if one or all the owners' Applya Report(s) are either pending completion or has not been completed at all.
6. **Q: What items will be shipped in the mail when I renew my license online?**
- A:**
- a. The following items will be shipped to you upon completing your renewal application:
    - i. Dealer's license (*prepare for a delivery turnaround of 7-15 business days*)
    - ii. Decal(s) & registration card(s) (if renewing plates) (*prepare for a delivery turnaround of 7-15 days*)
    - iii. New plate(s) and registration card(s) (if purchasing new plates per sufficient sales volume) (*prepare for a delivery turnaround of 7-15 business days*)
7. **Q: How should I prepare for this new implementation?**
- A:**
- a. Ensure to read and save all material sent to your email.
    - i. Our aim is not to flood your emails, but to make your transition as seamless as possible through pertinent information/updates.
  - b. Stay abreast of all updates via utilization of the below resources:
    - i. [Renewing a Dealer License](#) webpage via the SCDMV official website, [www.scdmvonline.com](http://www.scdmvonline.com) (hover cursor over "Business Customers" → "Renewing a Dealer License")
    - ii. The [Dealer Connection](#) via the SCDMV website (hover cursor over "Business Customers" → "Communications")
    - iii. Constant Contact emails which will be sent to you once a month, keeping you abreast of updates and highlighting features of the new system.

- c. Take advantage of participating in the testing period and training sessions so you are well equipped to renew your license. Your questions about the new system may also be clarified and answered during these sessions.
- d. If you don't have a computer/mobile device or an email set up and are not sure how to do either, ensure to ask your Dealer Agent or someone you know for assistance in setting up these items.
- e. Prepare to renew in a timely manner to receive all products on time and resist waiting until the last minute.
- f. In preparation for this implementation, it is highly encouraged that dealers maintain updated special mailing addresses (if applicable), phone numbers, and email addresses with the DLU. Dealers may contact the DLU at (803) 896-2611 or [dealerdocuments@scdmv.net](mailto:dealerdocuments@scdmv.net) to inquire about the necessity for updating their contact information.

To review all Q&A, [click here](#) or go to [www.scdmvonline.com](http://www.scdmvonline.com) → hover your cursor over “Business Customers” → select “Renewing a Dealer License”.

## WHAT TO EXPECT

### GENERAL EXPECTATION

As with any project that develops overtime, so it is with this new system. Please prepare for there to be possible modifications along the way, due to unforeseen circumstances and/or feedback communicated by you (regarding an issue found during testing or enhancement). Thank you in advance for your partnership and patience!

#### 1. WHAT'S STAYING THE SAME?

- a. All dealers will continue to renew annually with a dealer's license payment of \$50 and purchase new or renew existing plates with a fee of \$20 each.
- b. The national background criminal report will still be required to purchase and complete before beginning your renewal application.
- c. Dealer-to-dealer and out-of-state sales volume will still be required to obtain new plates. However, you will be able to upload this file.

#### 2. WHAT'S BEING ELIMINATED?

- a. Printing of and manually filling in documents will no longer be required.
  - i. The only printing necessary, if desire to, will be your receipt and application documents at the end of the transaction.
- b. Effective July 12, 2023, SCDMV branch offices will no longer accept renewal applications. July 11, 2023 is the last day branch offices will accept renewal applications.

#### 3. WHAT'S NEW?

- a. The agency is currently transitioning from issuing plates in the branch offices to issuing plates on-demand. This process will ensure a seamless changeover for the upcoming EDRP implementation. **Effective immediately:**
  - i. **(For Renewing Existing Plates)** Each decal and registration card for an existing dealer plate will be mailed to your address on file upon renewal.
  - ii. **(For Purchasing New Plates)** If you are requesting new dealer plates at renewal or as a first-time dealer, the branch office will issue the appropriate number of plates on hand. However, if your quantity of plates is more than the inventory in the SCDMV branch office, your additional plates will be mailed to your address on file.
  - iii. **Note:** Although your dealer decals, registration cards, and new plates will be mailed to you through our vendor companies, your license will continue to be printed in the branch office until July 11, 2023. Please prepare for 7-15 days to receive your decals,

- registration cards, and/or new plates. It is highly encouraged that you renew before your expiration date and do not wait until the last minute.
- b. Beginning Phase 2 (July 12, 2023) dealer's license(s), dealer plates, registration cards, and decals will no longer be issued from local SCDMV branch offices. These items will be issued through the HQ: DL &AU Office and/or our vendor companies via the electronic renewal system and mailed to the physical or special mailing address on file. *Should we find any issues with the system that will prevent you from renewing during this phase, we will notify you in advance of the temporary process for obtaining your products.*
  - c. Payment of your online renewal transaction will be processed by the secured third-party vendor (NIC Services, LLC).
    - i. **Note:** All online payments incur a \$1 + 1.7% service fee for transactions that are paid using a debit or credit card.
    - ii. This is not an SCDMV fee. This service fee is for the processing of debit and credit cards.
    - iii. The electronic system will accept Visa, Mastercard, Discover, and American Express.
  - d. Your insurance and national criminal background report will be verified electronically through the ALIR system (for insurance) and the AOS system (for background report).
  - e. A few documents will be required for uploading (i.e., additional new employees' driver's license, sales volume, retail sales tax license (if applicable)).

## TRAINING & IMPLEMENTATION EXECUTION

1. Please carefully follow the below timeline for your training.
2. This project will be rolled out in three phases:
  - a. **Phase 1 (Pilot) will begin on Wednesday, April 12, 2023.**
    - i. **Who participates in Phase 1?**
      1. **Only** 35 dealers who requested to be a part of or were selected will participate in the pilot program.
    - ii. **What does the Phase 1 Pilot accomplish?**
      1. The Pilot period allows a sample population of dealers whose license expires between April and July of 2023 to:
        - a. Test the new system before it is available to all dealers
        - b. Officially renew their license for the next licensing year of business
        - c. Ensure the system works properly
        - d. Report any feedback of problems found or enhancements they'd like to see
    - iii. **What is expected of the Pilot dealers?**
      1. All pilot dealers are expected to review the training material distributed on January 25, 2023 (2 months, and 2 weeks to review).
      2. Pilot dealers will attend a one-hour virtual training session to ask questions and/or communicate concerns, per reviewing the training material sent on January 25, 2023.
      3. Pilot dealers will renew on a specific date (to ensure any issues or enhancements reported can be fixed and possibly implemented in time, before the SCDMV's next code release).
      4. Pilot dealers will report any issues found during the renewal process.
    - iv. **What is expected of the non-Pilot dealers during the pilot period?**
      1. Non-pilot dealers renewing within one of the months between April 12, 2023 and July 11, 2023 will continue to execute the normal process of renewing their license and plates (if applicable) by going to the SCDMV

branch office until July 12, 2023.

2. Non-pilot dealers also can attend a one-hour training session to ask any questions and/or communicate concerns, per reviewing the training material sent on January 25, 2023 before their renewal month.

v. **When will the pilot phase end?**

1. The pilot phase ends 11:59 pm on July 11, 2023.

**b. Phase 2 (Full Rollout) will begin on Wednesday, July 12, 2023.**

i. **Who participates in Phase 2?**

1. All non-pilot dealers renewing between the months of July 12, 2023 and October 11, 2023 can renew electronically.

ii. **What does Phase 2 Full Rollout accomplish?**

1. The Full Rollout is the official date the electronic system is released and available to all dealers renewing between July 12, 2023 – October 11, 2023.
2. It serves as a phase-in period for dealers who opt not to renew online per the phase-in timeframe and to continue the traditional form of renewing manually.

- a. If the dealer opts not to renew electronically and prefers to renew manually, the renewal application must be **mailed in** along with all documents and payment to the DLU HQ Office.
  - i. **Effective July 12, 2023**, renewal applications will no longer be accepted at local branch offices.
  - ii. This will minimize the duplication of work and provide better controls for consistency.

- b. The DLU will continue to accept mail-in renewal applications from non-pilot dealers beginning July 12, 2023 until October 11, 2023.

3. Dealers renewing during this phase will officially renew their license for the next licensing year of business.

iii. **What is expected of ALL non-pilot dealers?**

1. Dealers will have a grace period of 2 months and 4 weeks to use either the online or mail-in option before all dealers are required to use the electronic system on October 12, 2023.

iv. **What happens after the Full Rollout?**

1. Beginning October 12, 2023 and forward, the OIG: DLU will transition its renewal system from two phase-in options to electronic renewals only.

v. **What about the dealers who didn't have the opportunity to officially renew online between the months of April to October 2023?**

1. Multiple testing and training opportunities will be available for dealers who did not fall within the Pilot and Full Rollout months to renew their license.
  - a. How the testing will be conducted (i.e., remotely) is currently being determined. Once a solution is reached, you'll be notified in advance of when testing begins.
  - b. Testing will mimic the official electronic renewal application; however, the test renewal will not affect actual production (real-time) data. In other words, your license will not show renewed, as it is test data and not real data.
2. Dealers who fall in this category will also have the same resources at their disposal as the pilot and full rollout dealers such as training material and multiple training sessions.

**c. Phase 3 (Transition to Online Only) will begin on Thursday, October 12, 2023.**

i. **What does Phase 3 accomplish?**

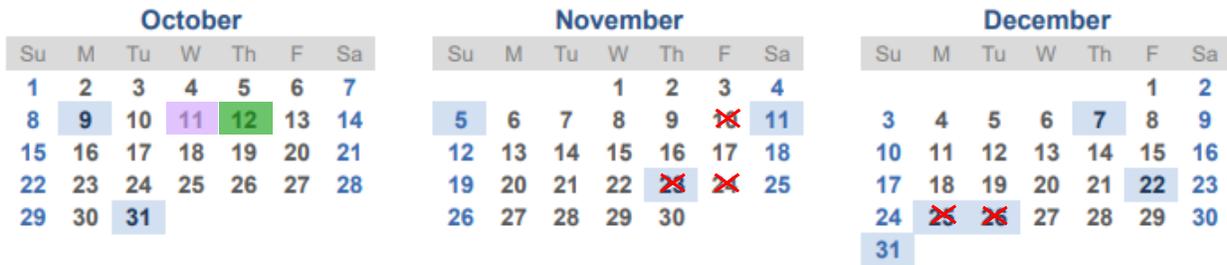
1. This phase accomplishes:

- a. The completion of the EDRP.
  - b. The official transition from a manual process to an electronic process. Renewals will no longer be accepted at local branch offices nor via mail to the HQ: DLU Office. All renewals must be completed online.
  - c. The beginning of more accurate processing for dealer renewals.
- ii. Will there be possible enhancements to the new system in the future?
1. Yes, there will more than likely be new enhancements to the system as we learn of any issues and as we continue to develop better ways to enhance your customer experience. You will be notified of these changes in advance.

## TIMELINE OF ACTIVITIES

Please prepare for the following activities. This timeline has been tailored to only include activities that pertain to you as a dealer.





\*The below timeline details the color-coded dates above.

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	PARTICIPANTS
<b>EVENTS BEFORE PILOT (4/12/2023)</b>				
Friday	7/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Monday	8/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Thursday	9/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Saturday	10/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Monday	10/31/2022	Last day for dealers to sign up for training sessions	Marketing	All Dealers
Tuesday	11/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Thursday	12/15/2022	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Sunday	1/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Wednesday	1/25/2023	Training Material Dispersed to All Dealers (pilot and non-pilot) Pilot dealers have 2 months, 2 weeks to review training material before Pilot go live (4/12/23) Non-Pilot dealers have 5 months, 2 weeks to review training material before Full Rollout (7/12/23)	Training Material	All Dealers
Any Day	March – October 2023	Testing of System (for all dealers, particularly dealers not renewing in real-time)	Dealers Testing the System	All Dealers
Wednesday	2/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
<b>PREPARATION EVENTS FOR PILOT (4/12/2023)</b>				
Wednesday	3/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Wednesday	3/15/2023	Virtual Training Session 1 (8 Pilot Dealers @ 9-10 am)	Training Session for April – July Pilot Dealers	Pilot Dealers

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	PARTICIPANTS
Wednesday	3/22/2023	Virtual Training Session 2 (8 Pilot Dealers @ 9-10 am)	Training Session for April – July Pilot Dealers	Pilot Dealers
Wednesday	3/29/2023	Virtual Training Session 3 (11 Pilot Dealers @ 9-10 am)	Training Session for April – July Pilot Dealers	Pilot Dealers
Wednesday	4/5/2023	Virtual Training Session 4 (Make-up/Refresher Training for Pilot Dealers) (April – July Pilot Dealers @ 9-10 am)	Training Session for April – July Pilot Dealers	Pilot Dealers
Wednesday	4/12/2023	Phase 6: Pilot Implementation (4/12/23 - 7/12/23)	Pilot Go Live	All 35 Pilot Dtrs
Wednesday	4/12/2023	Virtual Training Session 5 (non-pilot <b>July</b> dealers)	Training	Non-Pilot Dealers
Saturday	4/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Wednesday	4/19/2023	<b>April Pilot Dealers Renew Electronically</b> (to provide sufficient time to report any issues April pilot dealers find when testing)	Pilot	Dealers renewing in April
<b>EVENTS BETWEEN PILOT (4/12/2023) &amp; FULL ROLLOUT (7/12/23)</b>				
Wednesday	4/19/2023	Virtual Training Session 6 ( <b>August</b> dealers)	Training	Non-Pilot Dealers
Wednesday	4/26/2023	Virtual Training Session 7 ( <b>September</b> dealers)	Training	Non-Pilot Dealers
Wednesday	5/3/2023	Virtual Training Session 8 ( <b>October</b> dealers)	Training	Non-Pilot Dealers
Monday	5/15/2023	<b>May Pilot Dealers Renew Electronically</b> (to provide sufficient time to report any issues May pilot dealers find when testing)	Pilot	Dealers renewing in May
Monday	5/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Wednesday	5/17/2023	Virtual Training Session 9 ( <b>November</b> dealers)	Training	Non-Pilot Dealers
Wednesday	5/24/2023	Virtual Training Session 10 ( <b>December</b> dealers)	Training	Non-Pilot Dealers
<b>PREPARATION EVENTS FOR FULL ROLLOUT (7/12/2023)</b>				
Wednesday	5/31/2023	Virtual Training Session 11 ( <b>January &amp; February</b> dealers)	Training	Non-Pilot Dealers
Wednesday	6/7/2023	Virtual Training Session 12 ( <b>March &amp; April</b> dealers)	Training	Non-Pilot Dealers
Wednesday	6/14/2023	Virtual Training Session 13 (non-pilot <b>May &amp; June</b> dealers)	Training	Non-Pilot Dealers
Thursday	6/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email

DEADLINE DAY	DEADLINE DATE	TIMELINE ITEM	FOR	PARTICIPANTS
Thursday	6/21/2023	<b>June Pilot Dealers Renew Electronically</b> (to provide sufficient time to report any issues June pilot dealers find when testing)	Pilot	Dealers renewing in June
Monday	7/10/2023	<b>July Pilot Dealers Renew Electronically</b> (to provide sufficient time to report any issues July pilot dealers find when testing)	Pilot	Dealers renewing in July
Tuesday	7/11/2023	Last day ALL BOs accept renewal applications	All Dealers	All Dealers
Wednesday	7/12/2023	<b>Phase 2: Full Rollout Implementation (7/12-10/12/23)</b>	Full Rollout Go Live	All July – October Dealers
Wednesday	7/12/2023	Renewal Phase-in Method Begins ( <i>Mail-in applications to HQ (for renewal) will begin; dealers will no longer be able to renew at a BO but have the option to renew electronically or by mail</i> )	Non-online Users	Non-Pilot Dealers
Wednesday	7/12/2023	Send Survey to Pilot Dealers (for feedback)	Survey	Pilot Dealers
<b>POST-FULL ROLLOUT</b>				
Saturday	7/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Tuesday	8/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Friday	9/15/2023	Dealer Renewal Monthly Email Goes Out (w/ EDRP Docs)	Marketing	Automatic Email
Wednesday	10/11/2023	Last day to send Mail-in Applications to HQ (for renewals)	Non-online Users	Non-Pilot Dealers
Wednesday	10/11/2023	Send Survey to Non-Pilot Dealers (for feedback)	Non-Pilot Dealers Survey	Non-Pilot Dealers
Thursday	10/12/2023	<b>Phase 3: Transition to Online Renewal ONLY (3 months from Full Rollout – 7/12/23)</b>	Manual to Online Transition	All Dealers

## CONTACT

Should you have any questions concerning the EDRP, please use the below contact.

**Phone** (803) 896-2611  
**Email** [electronicdealerrenewalquestions@scdmv.net](mailto:electronicdealerrenewalquestions@scdmv.net)  
**Contact** DLU HQ Staff or your Assigned Dealer Agent